

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**TENNIS CENTER AND PARK MANAGER  
PARKS, RECREATION & CULTURAL ARTS DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs face-to-face program leadership, complex administrative and supervisory work overseeing the direct execution of comprehensive recreation programs and services at the City's Aston Park and Tennis Center for the Parks, Recreation and Cultural Arts Department. Employee reports to the Assistant Superintendent of Recreation.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs difficult administrative work in the planning, promoting and administering the tennis facilities and related programs, and parks programs at Aston Park and Tennis Center. The employee of this class, through the supervision of subordinate personnel, is responsible for the effective utilization of a park, tennis center and related facilities. Responsibilities include initial screening and evaluation of program supervisors' budgets. Work involves considerable public contact in promoting tennis and other recreational programs, and in maintaining public interest and cooperative relationships with business firms, civic clubs and with state and local agencies involved in public tennis and recreational activities. Under the administrative supervision of the Assistant Superintendent of Recreation, work is performed with considerable independence with respect to interpreting the recreational needs and desires of the community and in accomplishing program objectives. Work is evaluated through conferences, reports and through evidence of the satisfaction of participants and approval of the public.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Manages the operations of the Aston Park Tennis Center, surrounding park, and related facilities including, but not limited to, maintenance of 12 clay tennis courts, irrigation system, lighting and other park amenities.

Makes recommendations for the planning, programming, and scheduling of tennis and park activities; oversees all programs and related activities.

## **TENNIS CENTER AND PARK MANAGER**

Performs various personnel management functions recruiting and selecting employees and volunteer workers, scheduling, instructing and training staff, completing employee performance appraisals, and handling various personnel problems or questions.

Plans, develops, conducts and supervises a comprehensive tennis program for the City (specifically the Asheville Open Tennis Tournament), including instructional, recreational and league programs.

Plan, develops, conducts and supervises all Park-related programs and activities; recommends modifications to existing aspects of and future improvements to the Park.

Prepares, manages and proposes recommendations related to the budget for the Center and Park; monitors revenues and expenditures.

Collects and deposits fees collected on a daily basis.

Evaluates the adequacy of existing physical facilities and secures needed replacements, alterations and additions; supervises maintenance, renovation and construction of related facilities.

Coordinates activities with other City departments as necessary.

Works with the Asheville Police Department in order to maintain a high level of security at the Tennis Center, park and surrounding facilities.

Studies local conditions and makes recommendations as to short- and long-range plans and programs; determines relative emphasis to be placed on various activities; and assists other groups in developing and extending tennis and other recreational programs.

Performs a variety of promotional and public relations duties including, but not limited to, making public contacts in an effort to describe tennis and other recreational activities/programs and to learn the desires of the community; preparing and presenting speeches and talks through various media in order to explain or interpret Center and Park activities, procedures and programs; and acting as necessary liaison with other public and private groups and agencies.

Prepares periodic and special reports.

## **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of the game of tennis and tennis court maintenance.

Thorough knowledge of the objectives and ideals of public recreation, including a thorough understanding of activities which make up a community recreation program.

Considerable knowledge of the facilities and equipment needed in a broad tennis and recreation program and of the proper arrangement of parks and other recreational areas.

## **TENNIS CENTER AND PARK MANAGER**

Considerable knowledge of a wide variety of recreational activities.

Considerable knowledge of the philosophy and objectives of public recreation.

Considerable knowledge of the principles of supervision, organization, and administration.

Considerable knowledge of the current literature, trends, and developments in the fields of tennis and parks and recreation administration.

Ability to plan, direct, and coordinate the work of subordinates.

Ability to develop and administer a tennis and other recreation program suited to the needs of the community.

Ability to express ideas effectively orally and in writing.

Ability to compose correspondence and to prepare reports and publicity documents.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in parks and recreation management, leisure studies or a related field and a minimum of 5 years of related experience with management experience preferred; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **SPECIAL REQUIREMENTS**

United States Professional Tennis Association (USPTA) certification preferred. Possession of Red Cross First Aid and CPR certifications. Must be certified as a Certified Park and Recreation Professional by the National Certification Board of the National Recreation and Park Association within one (1) year of date of hire. Must possess an appropriate, valid driver's license issued by the State of North Carolina.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

## **TENNIS CENTER AND PARK MANAGER**

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 17  
Non-Exempt